

Question 33. Please describe the situation: (In response to Question 32. "Have you been discouraged or pressured in any way to not contact Edison staff directly concerning any problems you experience?")

1. incorrect personal information and I can not get it corrected. everyone keeps 'passing the buck' but I have been told not to contact Edison staff.
2. As previously indicated effective immediately 12/18/2009 I was required to place all staff issues on an agenda. We were not allowed to email, im or contact anyone with Edison for assistance. I ask in cases of emergency who was I to contact and I was told place it on the agenda.
3. We were asked to contact our central Office rather than going directly to Edison staff.
4. We were told we could not call Edison ourselves. They appointed 1-2 "key" people in the building that you had to go to. But we were told to NEVER contact Edison ourselves.
5. Unless I mistaken, we've been informed in each class that I've taken that the teachers are not to be contacted. They do however, give numbers of other contacts that may be able to provide assistance.
6. The Edison staff appear to be in hiding. When contact is made, they generally push the blame to the user or stall, saying that it is being worked.
7. I was told to channel all timekeeping problems through one contact person and let them contact Edison staff.
8. MUST GO THRU MY DOHR B4 CONTACTING EDISON
9. do not contact edison they are aware of the situation
10. We have been directed to contact our "power user" in any matters we have. They correct any issues.
11. They tell you to call Edison, then when you do, Edison complains on you.
12. Instructed to contact agency level staff with system problems. Some problems require Edison staff intervention to correct.
13. We are told to contact DHS SuperUsers who will then contact DHS HR if needed and users should not to go directly to the Edison HelpDesk.
14. MUST ALWAYS GO THOUGH CHAIN OF COMMAND
15. We have been told to not call edison staff but, to call regional office and they will contact anyone else.
16. I am a supervisor and I have been instructed to recieve subordinate complaints then forward them. They need their own interaction.
17. We are discouraged from directly contacting Edison staff. Our concerns are addressed to "Power Users" at the Regional level.
18. Employees that cannot enter their own time and have had errors in pay have been disciplined at [LOCATION REDACTED] for "going over heads" to find answers.. This

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- is after they tried with the proper staff in house to obtain a solution.. Some still have not been paid to this day due to this..
19. We don't know who the Edison staff are to express concerns too.
 20. We were advised to contact our 'in house' Edison Super Users, via email.
 21. go through personnel office
 22. We are to go to section HR contact who goes on up the ladder
 23. I was told directly to not contact anyone involved in Edison. No one should be contacted except our "Power Users", who really are not power users at all, and have come to find out since then that none of my comments/complaints made it anywhere.
 24. We are to contact our admin staff with issues.
 25. Was told to only contact my HR section, not Edison staff for all Edison problems.
 26. Told to go through our HR department
 27. On some occasions, was told that only certain people should contact the Edison Help Desk.
 28. We are to go to our local HR Office for Edison issues.
 29. The Department of Education requested that we contact them first. If they could not resolve the issue, a person designated by the Department would contact Edison staff.
 30. We were told all questions or problems were to go through our HR department and to NOT contact Edison.
 31. Was told that wouldn't return calls or answer anyway.
 32. My department has instructed staff to contact super-users first, before directly contacting Edison staff.
 33. We have been given one contact person within our Division and that person has to route all issues through proper channels to get any response. Again, Goetz is denying there are any significant issues with Edison.
 34. encouraged to ask "power users" and not Edison staff
 35. I received a notification from an Edison member. I responded asking for a clarification, within 24 hrs. I had been contacted 4 times, either directly or thru various supervisory personnel, that I should never contact them directly. That I should go thru the central office if I need/want something from Edison.
 36. We are required to go thru the chain of command.
 37. A few weeks after Edison went live, I had entered my time for the week and one day disappeared. Our Super User was taking the screen prints to meetings, etc to get it resolved and he finally told me that I had permission to call the Edison Help Desk after we had been told we weren't allowed to do that. When I did call the Edison Help Desk, the person wanted me to give her my password so she could see my information. I thought she should be able to see what she needed to without having my password. She

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- said that she'd fill out a ticket on it since I didn't want to give her my password. The problem I had called about eventually got resolved.
38. when asked about edison, h r seems to not know anymore than i know, which is very little
 39. "there is nothing we can do" the management said "just because you do not like CHANGE"
 40. Told by mgn. not to contact
 41. I have too much work to do. I let someone else worry with it.
 42. We were told to take issues to our power user and not to contact Edison directly. i heard that verbally and may have received an email to that effect. Our Power user says Edison is aware of the problems and either dent they are Edison's problem, say nothing can be done about them, or say they will get around to addressing them eventually. They do not seem bothered by issues that we must deal with every day or every pay period.
 43. Told not to call that problem(s) would be resolved.
 44. Have been told not to call our HR dept with questions, and that the Help desk for edison is usually to busy for most questions and that you may have to wait for long periods of time on the phone for them to pick it up.
 45. We have been told to only contact the power user in our department.
 46. It was not stated but implied that we sould ask our contacts or tech's question concerning Edison and when you do no one seems to know anymore than we do so, we learn mostly from trail and erro.
 47. as above.....I finally called and someone is working on it. I still have no idea when it will be resolved or how to check on it.
 48. I am supposed to follow a chain of command with complaints that mandates my immediete supervisor is notified prior to the edison contact person.
 49. We have been told to contact specific persons in our department first as they have received more training.
 50. See above.
 51. Have been told not to call the number with questions
 52. I was told by an Edison superuser that employees are not to call Edison staff.
 53. We were instructed to contact our timekeeper first and she would contact the Edison staff
 54. I have been encouraged to keep it local.
 55. Use only one contact person
 56. When trying to figure out how to manuever around edison, I get discouraged from calling someone for fear of having to hear..."have you gone through the edison training tools"? Which, by the way is usually where I start my searches.....
 57. We was told only to contact the power users only, then the power users will determine if it should go any further but they will do the calling.

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58. A lot of our problems seems to not only be the system that is a bear to deal with, but also the fact that our human resource office wants more paperwork than you would ever believe because they do not want to pull the information off the computer. They are of no help when we try to find out answers
59. To my knowledge, the help desk asks that one designated person in our unit contact them with issues (serve as a liaison). The problem with that is the person designated gets annoyed with coworkers on any issue. As a result, very few coworkers bring Edison issues in that direction. This new process has only resolved the help desk problem of getting excessive calls/complaints.
60. always told 'they're working on it' and the team doesn't have time to research questions until the payroll errors are worked - never hear back - so who knows
61. told to go to immediate supervisors first
62. We are to contact our manager with any problems.
63. to contact someone in the Department first
64. To go thru our HR staff
65. Try again tomorrow was always the answer to my issue.
66. I have been told by our secretary that she will contact another secretary in our department that will handle everything and that we are not to do anything. I have been told that the secretary in another office will handle everything. At times neither have the expertise to complete the problem.
67. Told to not contact Edison staff directly but to go through department's management services
68. Not sure how to contact
69. go to immediate supervisor ONLY!
70. Our personnel people will not talk to you unless you have an appointment. It takes way too much time to make appointments and schedule a meeting to discuss a question regarding Edison or anything else that should take 30 seconds at most. I am sure this violates policies!!!!
71. e-mail
72. Chain
73. Have been told they don't know what they are doing and we might get more confused. Still can not do supervisors evaluations, interims, finals in job performance. We have to fill out the old paperwork and turn it in to someone to enter for us, where is the so called savings?
74. questions required to go to supervisor only.
75. We were told specifically not to contact anyone in Edison.
76. I have been told to only contact the appropriate individual appointed to handle Edison issues in my department.

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77. Most of the time they can't even answer the question or tell you why the problem happened. Its great that the problem was fixed, but why is it that time disappears, why do we have a certain time that Time Adam runs and it doesn't run but you don't find out about it until 4:30 that evening of the weekend.
78. The Help Desk staff cannot answer my questions though at least they are courteous. The Edison "gurus" often cannot help either and they are sometimes rude and arrogant.
79. We were told there was only 4 for the entire state and they were working on getting the bugs worked out.
80. Not HCM problem but financials. Told not to contact person directly but get a ticket and wait 7 to 14 working days for resolution
81. don't bother us, we just don't like new ways
82. told not to call edison directly, go through central office
83. no comment
84. Only because the help desk was being overwhelmed with many issues. Probably minor or several message with the same issue. E-mail if it was urgent but no phone calls. That has been taken care of since we've been it awhile.
85. Said that they can't help.
86. We have been told not to contact the Edison Help Desk at all.
87. I keep asking why do it change my comp. time when I am at work amd have not taken any time. It changes my time from day to day or shift to shift. I get the answer I don't know.
88. Been told to always go to your supervisor with questions or problems.
89. well when noone knows what is going on with anything, then noone can properly fix the problem can they!
90. When people separate from the state and they are not getting their payment of annual leave balances for several months. The employee would contact payroll at the agency level but the agency is discouraged from giving out any contact information with Central payroll. The agency is told to tell the employee that processing is behind. There is not any form response given. A few months ago the system messed up several employees' longevity payments and the agency payroll offices had to act a a liaison and give the employees a response of payment failure due to system error. The agency was not allowed to refer employees to Central payroll.
91. Have to go through office staff or Nashville contact. A simple yes/no question took 2 days to get answer back from Nashville contact.
92. We were told to contact our power users before contacting edison staff with any problems.
93. When you call the Edison Help desk with issues and either: the call drops while you are on hold or the Edison HD's first response is to refer you (the agency's Power User, calling in on behalf of an agency user) back to your Agency's Power User, it's rather discouraging.

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94. We were told that we had other people to go to and not to contact the Edison people.
95. The correct route is supervisor, power user, super user, etc. This is time consuming for several people when all you need is to report a system error that needs to get corrective action.
96. I have been asked to contact a department manager about system issues. That manager may help me get through that problem but does not correct the problem. I have the same problems continuously. One example: When I click on the "Get Employees" button, rarely do all my employees show up in the list. I usually go through the list of employees that are not in my area, clicking on the "Next Employee" button. Sometimes some or all my employees show up. Sometimes I have to try many, many times and wait for days for them to show up.
97. Was told to go thru chain and copy the world.
98. We are told to go through our own contact person.
99. Tell timekeeper one keying time works on this.
100. I've been told to talk with my manager and she will handle things. Or in some cases she has authorized me to talk with our Edison Super User. The Super User once contacted the Edison Help Desk and then I was contacted by the Help Desk. But I'm not supposed to initiate the contact. I have protocol that I better follow.
101. We have been told many times to not contact edison about problems with the program as they were being corrected. As of this time many of the problems still exist.
102. Edison Help Desk was unable to handle the calls as they were understaffed. TDEC had to establish their own help desk immediately.
103. was told not to call the edison helpline
104. I was instructed not to contact the Edison staff. However, we can email through a general portal, and the Edison staff is responsive and usually fixes problems quickly.
105. We were told not to do anything on edison. We are only to contact our office supervisor
106. I was told to contact a power user, but the power user doesn't know much either
107. Contacts are setup as what is called Administrators. The questions are then relayed to more channels in Nashville. Who knows how much the questions change before being answered. It was directed to only contact an assigned Administrator on all questions.
108. Never would I use the word "pressured" but, discouraged in some ways. Messages of "don't call this number, call that number, "they are getting to many calls" I understand there needs to be a system in place of who to call on first, but, I just felt it was understood don't call the Edison staff.
109. Just been told to work through our department personel
110. E-mails about your Director being notified if a certian thing wasnt done by a certain date from Edison itself
111. We were told to contact the Edison help desk as a last resort, only after having contacted people in our own department for help.

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112. Our staff has been instructed not to contact Edison directly--we should go through department employees to resolve any issues.
113. I was directed to contact our HR individual for any help before contacting Edison staff. I never knew an Edison staff member name to contact if necessary. I was also at one time directed to contact our computer support personnel; they would direct me to Edison. Somewhat confusing how to find help.
114. Policy is to let Mgmt. take care of it.
115. Unsure of what to do if I have a problem.
116. Not to bother some people until they understand the system
117. A rehire under my supervision was not to be put back on probation but was. He also has not been able to get his time back from his previous employment here. After almost a year he is still having problems. I was instructed not to push the subject.
118. All the emails we receive from Edison (nicknamed Edsel) tell us to not reply to this message and to contact your departments person. But I don't. We used to do payroll in about 15 minutes twice a month, now we have something to do in the system two or three times a week.LARGE WASTE OF TIME AND MONEY
119. I am told all problems must come through the supervisor
120. Chain of command is like the Gospel around DHS and high ups flip out if you don't follow the food chain up the proper channels. They would freak if you didn't go to your supervisor first, then they can "send it up" to five people, who then have to "Send it up" and after about 50 e-mails and a weeks worth of waiting, you might get an answer.
121. The understanding that I have is that I must go through the person designated at the institution as the Edison contact. They would then actually address the issue. If they could not resolve it, they would contact Edison.
122. We were told all questions or concerns should go through the edison person in our agency.
123. We were told to contact our supervisor first. Follow the chain of command.
124. When questioning my leave balance I was urged by my supervisor to let her look into the matter, though she didn't know where to get the information. this is why I have not gotten a response
125. Informed that Edison is being worked on and not to call them but to talk with agency management persons.
126. We have been directed to contact our central office staff first.
127. We have a local person in our group that we are suppose to contact. Is she cannot help then we can contact Edison staff if she tells us that we can.
128. Told not to go direct to Edison staff but to go through our "super user" only.
129. It is understood that we contact the Superuser.
130. told to go through our supervisor and not directly to edison

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- 131. We have a directed chain of command, that must only go thru our office.
- 132. Our department encourages that you attempt to resolve any issues within our department!
- 133. Our agency's human resource staff resolve Edison-related issues for us.
- 134. See above
- 135. My supervisor thought i was not entering my time at all. however, it did
- 136. We have been directed to address issues with local Power Users, who do not necessarily have the necessary access to resolve issues.
- 137. Must go through channels.
- 138. We have been directed to not contact anyone
- 139. Initially we were instructed to contact direct supervisor. I did not have a supervisor at that time. Later given a contact person.
- 140. We have an internal email account to send our questions to.
- 141. Chain of command process.
- 142. was advised that could not contact them, but could only contact through certain persons
- 143. several occasions
- 144. Advised to go through the super user to get problems corrected. My biggest problem is having to approve payable time for individuals who do not report to me.
- 145. We were told to contact our Fiscal Office or Personell Officer & never was told that we could contact you.
- 146. we were told to go the power & super users first, then call the helpdesk.
- 147. must follow the chain of command with all issues.
- 148. It is difficult to get staff under the correct supervisor.
- 149. supervisor only wanted to be involved
- 150. This is a broken system and they cannot fix it .
- 151. some of the contact people for edison have on occassion requested to not be contacted due to overload of their e-mail
- 152. From day one, staff was instructed to report problems to power users instead of contacting Edison staff directly.
- 153. asked to contact other staff first
- 154. because were to give all information to our supervisor and they will turn it for us.
- 155. Due to the rudeness of the employee considered a "power user", we have been asked to not refer questions to her.
- 156. I was just making some general comments on the problems Edison has. Was told that we are using Edison so we will just have to find a way to make it work.
- 157. Unless it is a computer issue, you need to contact a Power User

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- 158. In our unit, we are instructed to email our manager with concerns and He sends one email per day with all issues. That poses a problem when a subscriber is waiting on a response.
- 159. We have been instructed on numerous occasions not to contact Edison staff directly for any reason other than to reset passwords.
- 160. By email from another department
- 161. We were instructed in training to contact our personell first, and then go to edison if need be
- 162. AN EMPLOYEE WAS NOT PAID FOR AN AL DAY & IT HAS BEEN SEVERAL MONTHS & STILL HAS NOT BEEN PAID
- 163. instructed not to call Edison staff
- 164. We have to go thru an Administrator who is very busy and over whelmed
- 165. same as above, always told by supervisors, "we're looking at that, they talked about that" but never any solutions given- told not to talk to anyone other than supervisor, and they just laugh and show frustrations too.
- 166. Person designated said they could not help.
- 167. We were told not to contact Edison directly but to contact our super user.
- 168. No Comment
- 169. Called and was sent from one to the other until I quit asking.
- 170. Again, the Edison staff has been "swamped" with calls and they were busy working with other individuals on issues and were not able to keep up with the demand. Again we were asked to speak with other people within our department to resolve the problems.
- 171. We are to contact our department edison go to's first. They still don't fully understand how to correct problems, they try but just don't understand.
- 172. When first using EDISON we could call help desk and they would try to answer questions ASAP. As time progressed that was not the case.
- 173. no
- 174. Only contact the Help Desk. Do not contact the Edison staff personally.
- 175. again we are told not to worry because the old paper trail is being done so you will get paid: I would like to know how to fix a mistake that is entered before final is done
- 176. We were told not call Nashville Safety HR about problems. We should let our district office handle it.
- 177. It seems like I can not get on line with Edison using my password and I have to call the help desk on a regular basis , I have changed my password about six times .
- 178. Agency administrative staff have always resolved problems, including contacting other offices or the Edison staff.
- 179. At the office I work at we still do not have all the people we are supposed to have and I contacted people thru email and was told not to send it to Edison email that it would be

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- worked out. It is May 5, 2009 and it still is not worked out. I can not successfully and productively perform my job because there are people that do not have access to the people that they need for time purposes myself included.
180. told to go through chain-of-command
181. If I have a problem I have been instructed to take it to my time keeper. Then if she can't answer it she is to take it to personnel.
182. Employees are referred to Edison users within agency and within local office to address concerns with Edison. I am fortunate to have personnel available within my office and agency willing to assist with issues that have occurred on occasion.
183. The one time I decided to call the help desk for a fairly simple question, I found that the person helping me knew as much or less than I did and I eventually found the answer on my own.
184. We have been advised to not contact the Edison staff directly. We have been told to notify our immediate supervisor with any problems that might occur.
185. told not to call help line
186. I have not been discouraged or pressured through any official channels, but by my own guilt of constantly dumping Edison-related issues on the desk of my Edison dept. Based on my experiences and lack of resolution of issues, my impression is that they are either too busy to handle Edison issues in a timely manner, Edison is too complicated for them, or they don't care enough to investigate and fix claims. Either way (and I do believe they care about fixing my problems), I am discouraged from bringing more issues to their attention because they seem overwhelmed by so much clean-up to do behind this system. So I prioritize issues and pick my battles carefully.
187. When I brought my Edison question to HR, I was instructed to not contact anyone with Edison. But my question could never be answered,
188. protocol was initially somewhat established, but I was confused. However, if I have problems, I want the freedom to contact them direct when I have an issue regardless since the system is so new and full of holes that may impact someone being paid. My situation may be more 'strongly advised' which to me is a form of pressure.
189. Edison staff cannot be contacted directly - they are anonymous. Can only contact a superuser.
190. I've been told that my Edison contact is resolving the issues and they will soon be addressed and to leave it alone. It has been months and the issues still have not been properly addressed.
191. We were told not to contact Edison staff but to contact our super users. They are just as clueless as we are even though they have had extensive training in all of the phases and yet the problems still never get solved.
192. We were told to contact them as a last resort.
193. In the beginning they told us to contact them with the problem(s). When we had problems they stated that they knew of the problems. We did not at that time no emails

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- were sent out. Then they told us not to get back with them. It would get fixed sometime and had no tentative time lines. later that day or the next we rec'd an email.
194. Told not to call. Must go thru supervisor first(who admits to not understanding Edison as much as I) Then if she does not have ans. go to power user.
 195. We were instructed to contact our contact person and not edison directly.
 196. We were told never to directly call the Edison helpdesk. Even as supervisors, we are not supposed to call.
 197. I and others were labeled as troublemakers for raising concerns before Go-Live. In a not so courteous manner, I was instructed by upper management of my agency to not say anything more about problems experienced during Edison testing about Edison or F&A.
 198. whenever an issue is raised to the key input operator, the standard response is the "system" is down or will cycle thru tonight; need to wait and see if it gets corrected.
 199. We were told if there was any problems to see our supv or mgr. and they would email edison for us.
 200. I have not had a need to contact anyone in last few months. At the beginning it felt like we were left all by ourselves. I have NEVER experienced anything more stressful than the first few weeks when it seemed no one knew or no one was available to help.
 201. It is emphatically emphasized to contact power users and super users before attempting to call the Edison Help Desk. These power users know sometimes less than I do or the same as I do at best.
 202. We were told that we were to go to power user in area and then if that did not correct the problem to only go to Help Desk.
 203. my supervisor told me to let her handle it and she if she could resolve it. We have all been told we have to go to the HR person and she will contact Edison we are not to contact them.
 204. They get real upset when we call and are very rude....
 205. We are not supposed to do any direct contact with Edison staff. Supposed to go through super user.
 206. Everybody is having the same problems. You need to take the E-learning class again is the response I received.
 207. Actually YES and NO. The only discouragement or pressure that I have had in this respect is the fact that many times the Edison staff have not known the answer or have not published or communicated a sufficient explanation in the first place. I am speaking "in general" here but there are specifics.
 208. Told not to call certain people under any circumstances.
 209. we are told not to contact them. We must talk with the person here.
 210. When the other depts. came on line, we were told that our Fiscal Director was to help us and not to burden the help desk with problems.
 211. I didn't even know that there was a support staff.

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- 212. They told us there wasn't any "problems" just "issues"
- 213. Told to talk to my sup.about any problems and only he could talk to edison staff
- 214. The Edison program had so many problems that too many people were calling in about incorrect information in the data base. The Edison HelpDesk would either tell you not to call unless it was an absolute emergency or they would leave voice mail messaging. They were just overwhelmed. I have left a message and did not get a return call. I had to call again.
- 215. we just go to our immediate supervisor, and that is it
- 216. The payroll people are overloaded. I have no clue when they will get to my problem. Yes, I am very frustrated. The longer it lasts the more I want a review of the program from start to present to explain all of the discrepancies that affect me.
- 217. We have been told that all problems should go through the "super-users" that have been set up in my agency. The "super-users" are to contact the Edison staff.
- 218. We have a contact person when there is an issue, and that person contact's the Edison personnel and then notifies us with their response.
- 219. i feel like the problem was not edison staff.more to do with the contract with the programmer. i feel the state got what it paid for.
- 220. We were told to go through our supervisors first but they don't know any more than I do about the system so they ahve to go ask someone else and all of this takes to much time.
- 221. It will take a very long time to resolve if ever. The staff are too busy & inexperienced with the system to deal with individual problems.
- 222. Have been told that must report any EDISON problem first to department's administrative area (Human resources) to see if they can fix the problem.
- 223. Have been asked to direct all problems through power users and not contact Edison Staff
- 224. They would not return calls nor would they return emails. Or it would be months later and you could not wait that long to resolve issues.
- 225. The length of time it takes to resolve an issue. Yesterday, a co-worker spent more than half her day on a problem that still isn't resolved...this has been going on for over a week....
- 226. Just generally speaking. Leadership commented to the staff, as a whole, to be positive and patient with the difficulties.
- 227. We have been told to contact super users within the department to resolve any problems.
- 228. On going
- 229. See above.
- 230. We have been told not to contact the Edison Help Desk at all.
- 231. When the leave balances were not correct in Edison, we were advised not to contact the Edison Help Desk directly until we received word that the issue was resolved.

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232. WE WERE TOLD NO CONTACT OUR OFFICE PERSON WHO KNOWS JUST A LITTLE MORE THAN I DO, WHICH IS VERY LITTLE!
233. It's not that I've been discouraged to contact staff, just that there's rarely a response anyway.
234. I have been told to go through our site HR person
235. What Edison Staff? We are under the impression there is not an Edison Staff
- 1) We have Power Users who are to assist us with entry2) Any issues are handled by those who can do overrides -- they contact Edison staff for resolution2) Treasury no longer uses the time reporting module of Edison.
236. I have been asked to not further discuss my issues and that I could not be helped to contact my bank.
237. We are told by Edison that we should go through the Edison Help Desk which is a joke because the employees working the Help Desk are very limited in their knowledge of the system. I usually go ahead and call the appropriate Edison staff directly because my job is to get our employees paid at all cost.
238. When reporting the issue of PAYRT showing on someone's payable time, I was told to just ignore it, when in fact it was very confusing when trying to calculate and verify hours worked. Was never provided an explanation as to why it was showing or what its intention are.
239. Because we don't enter time ourselves, we go to our payroll personnel to resolve issues. I have no problem with that because they had to take the training and spared us.
240. Discouraged because I would have no idea how to contact Edison staff---they are recluses somewhere in the state, are they not?
241. Timekeepers are all overworked and barely keeping up. Opportunity to resolve problems are limited. Time issues are resolved only in a way to accommodate the timekeepers, it seems.
242. Told they are working on resolving the issues and already aware of the problems being experienced and that further complaints would delay resolutions.
243. Correspondence to take communication to staff and not Edison group.
244. There has been no communication as to how to discuss problems with any Edison personnel.
245. Same as above-Everybody seems to be in the dark.
246. We were originally told that if we had any problems to contact a certain person who sometimes is not available to additional training that person is involved in.
247. advised to report problems to regional HR director
248. I have been told to talk only with the 1 person in my office who went to training before Edison started, but they only received training on inputting time, not travel expenses.
249. Asked to not ask about problems for fear of creating more hardships with for the local office timekeeper leaders.

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- 250. Never given option to talk directly to Edison staff. Only talk to our contact person.
- 251. You sit on hold FOREVER, they are not very friendly and rarely are able to assist.
- 252. We have to go through our chain of command first.
- 253. Have been told by Edison staff to only use the phone help line. I believe they don't use email because then their answers would be in writing.
- 254. Any problems are to go through your supervisor only. Do not call anyone.
- 255. no comment
- 256. We have been instructed that only our dept. super power users can contact the Edison staff. All other employees should contact their power user. The exception is when a password needs to be reset.
- 257. if you have problems keying your time you are instructed not to bother the timekeeper as she is also keying time. and do not contact anyone outside the office with your problems or questions
- 258. Edison was having problems and we were told not to bother them.
- 259. Corrections Central Office restricted access to Edison Staff
- 260. Told to only speak with our agency's rep
- 261. Have been asked to see a "power" user first before contacting anyone else. If they're present & have the latest info, it would be good; but it's not always the case.....
- 262. I called concerning getting on redister for another job,I was told a time frame that never happen, They were rude about it.
- 263. It's called chain-of-command if there's still regard for such. My problems go to my supervisor. He approves what I submit over Edison, but he has to resubmit everything from all of us because the system is stretched beyond its out-of-the-box capabilities. I doubt that out-of-the-box as is it is good enough.
- 264. We are told to call regional people. This system takes days to approve employees time. The former system took about 2-4 hours. My personal time now takes 1-2 hours every two weeks, because I am supposed to enter daily. Getting on the system and scrolling through the options takes too much time. This survey needs to have the opportunity to comment on every question.
- 265. We were told in an e-mail not to contact Edison staff.
- 266. Executive order NOT to contact Nashville without first contacting our local Edison staff. They are difficult to get hold of because of my irregular schedule and they do not understand the problem with my user name.
- 267. What good does it serve???????Money spent for Edison could have been better spent!
- 268. We have been told to go to our supervisors first, even though they ignored my requests for more instruction.

Employee Survey

- 269. Advised to contact on-site staff for assistance with payroll issues. Advised that designated personnel would contact Edison staff. Has relaxed recently and have been given number for staff to call directly.
- 270. Supervisors have no ability to aid you with anything, therefore, if you go to anyone else besides them, it shows how inadequate and how incompetent they are with edison
- 271. We are told to go through the chain of command first if a problem arose.
- 272. Keep questions localized and in chain of command at a low level.
- 273. We were told that if we had an issue with edison we needed to figure it out ourselves and do not contact them.
- 274. We are only allowed to speak with person in our direct area. Being told this is our point of contact.
- 275. Advised that open training was no longer available as of 4/28/09
- 276. I wish to input my own time. My personell dept will not allow it due to exception errors. I feel we should be able to input our own time and not fill out a paper time sheet. This defeats the entire purpose of having access. They say if everyone fills out their own time in Edison they would NEVER locate all the errors.
- 277. I have a "power user" (fellow employee) assigned to receive my questions and address my Edison issues.
- 278. Payable time sometimes takes several days to appear.
- 279. We were not allowed to contact them when we had a problem our supervisor would handle that and good luck if you ever heard anything and then it would only be part of an answer not a solution because they didn't understand the problem.
- 280. Must follow protocol.
- 281. We are supposed to contact our division's Edison contact
- 282. Was told that Nashville would just make things worse.
- 283. All system related issues had to be routed through management to be placed on an agenda that was taken to Edison weekly. Issues could not be handled timely, affecting service to employees/customers.
- 284. We are instructed to contact our Department payroll officials about all issues.
- 285. We are told to go to our "Power User", not Edison staff.
- 286. Asked to contract our superuser in the office for all problems. If they cant resolve it, at that point we may contact someone else.
- 287. see above
- 288. just told to use the chain of command.
- 289. We must first go through power users at the Region
- 290. We were always instructed to contact our Division power user in order to resolve issues. We were pretty much discouraged at all points to contact Edison personnel directly.

Employee Survey

291. All questions and comments must go thru our "power-user".
292. Cannot respond directly to the responsible agent even after the chain of command has been followed on a given legitimate issue.
293. We are told to go to "power users". That is fine if they are at work and available. I also am not comfortable with a person of same title/level having access to my personal, private data. Do they have some type of background or security check?
294. We are to go thru HR who have no more idea than we do to know if issues can or when they might be resolved. Edison cannot be depended upon.
295. I was told to call out Human Resources office first.
296. We have received emails asking us to seek assistance from other employees on our floor.
297. I am first to address the situation with a specific division person and then possibly with an agency person.
298. Received e-mail stating to contact our contact person in our dept.
299. email address was changed and very difficult to contact
300. That there is no use in bringing up negative comments due to the people hearing the comments are the ones responsible for Edison.
301. The Edison help desk is not very helpful and they have canned answers that are not truthful such as refer to the Edison run schedule which is not accurate.
302. We have to go through our management, timekeepers and/or HR to see if they can answer our questions first.
303. I am the approver for others. Have been told to not contact Edison directly but to go thru the department's HR office. I contacted HR on behalf of one employee who had serious payment and insurance coverage problems only to be told that Edison would have to fix and they was no way to know when they might get to reimbursing this employee for insurance coverage premium that the employee should not have had to pay in the first place. The incident happened in January. It took until March to get people in HR and Edison to understand the issue and look into it. Employee was told she would be reimbursed for over payment. She is still waiting as of May 1.
304. when the business office went on with cashiering, payables we were told not to call the help desk.
305. Keep quiet it would get fixed...
306. The general direction was to start with your supervisor or an Edison power user first.
307. I was informed if I had any problems with Edison I am to contact my supervisor.
308. Follow chain of commands. They don't want hundreds of people contacting Edison.
309. only contact my office & supervisor..they will contact Edison staff
310. We have a go-to person that we are supposed to relate problems/issues to. She is great but very overwhelmed. It seems they need more staff to manage this.
311. Been asked to work through Department personnel rather than helpdesk.

Employee Survey

- 312. I was told to contact my HR staff, when contacting them they could not answer the questions. When I attempted to contact the EDISON staff I got no response except contact your HR staff.
- 313. see above response
- 314. was told do not contact edison because they are working on problems and are too busy.
- 315. Told not to talk to them. Just wait and see if situation would change.
- 316. When trying to contact the Edison Help desk, I was place on indefinite hold.
- 317. An email was sent to everyone that originated from the TDEC Assistant Commissioner and Fiscal Services that indicated that we should not call or attempt discuss problems directly with Edison staff.
- 318. Our procedures are accurate - to contact our power users and they contact as needed the Edison staff. It's just that it takes a long time sometimes for them to get response for our needs - ability to view all my staff, including those who do not directly report to me and the same for all my subordinate mgt/supervisor staff.
- 319. Always told we have to go through our direct supervisor only.
- 320. We have been told to go to our local time keeper with the old system and she is to go the the other staff with any questions or problems on our behalf.
- 321. See above
- 322. We have been advised by Cindy Cole, HRO DMRS, to direct all our Edison payroll concerns/problems we may have to Bill Steele, who keys in our payroll data.
- 323. It is my understanding that we are supposed to ask selected individuals on our floor first.
- 324. We were told that we had to contact our HR, but when we go to HR we are told to go to EDISON.
- 325. i must first notify my supervisor of any problems related to anything and everything.
- 326. resent e-mail telling us not to contact the help line
- 327. Contacting Edison staff has not resolved problems
- 328. We are to contact our field office secretaty first, and then she contacts a superuser in Nashville.
- 329. We were told to try to deal with problems at the local level before calling the help desk as they have such high call volumes. It was hard to get a response from them.
- 330. Go through the chain of command. Do not just rank.
- 331. I was instructed not to go to anyone but the lowest on the latter Person of contact Power user.
- 332. We are told to handle in-house. In-house staff contacts Edison.
- 333. Supposed to go through manager
- 334. Upper management told us not to complain, let edison work out problems.

Employee Survey

- 335. told that it would be handled internally
- 336. We are told not to contact anyone higher up the chain but to go to our supervisor
- 337. We have been told we are only allowed to contact our super user.
- 338. My supervisor could approve by expense report. She kept getting a red flag error.
- 339. everything in Human Resources is based on Management decisions. Don't contact them, we (Management) will, but they normally don't and when they do, Edison states it is something we are doing !
- 340. Been advised to keep questions in the region.
- 341. We were told not to give the Edison Help Number out to employees and to direct them to their supervisor for assistance.
- 342. if you cannot say anything positive, don't say anything
- 343. I supervise an employee whose annual leave balance was off by 7.5 hrs. I tried through HR to resolve the situation, but was unable to do so. This was not the fault of HR - they had been told by Edison personnel the problem had been fixed. I then tried going directly through Edison personnel. I was assured twice by Edison that the problem had been fixed - it had not. I then e-mailed TDOT Commissioner Nicely's office about the problem, which brought about quick resolution. But, I was contacted by TDOT HR's Delaine Linville and "encouraged" to go through TDOT HR in the future. It wasn't "pressure", but I got the message that bypassing TDOT HR was NOT appreciated.
- 344. I entered my time as instructed on one occasion that created an exception on the following Mon. An administrative person on the local level helped clear the exception. Written instruction indicated that contacting Edison staff directly was a last resort.
- 345. I was told not to contact anyone out of the office.
- 346. They only want to hear positive comments and it has been made clear that negative comments are not welcomed.
- 347. Told to find someone in region to help but no one designated.
- 348. It is understood to call the Regional office first.
- 349. We've been told to only deal with staff at the institution and not to call Edison staff unless it's a password issue.
- 350. We go through our agency Human Resources. Who are the faceless nameless hidden gremlins called Edison staff. Ms. Chirpy Cheerful of the Edison newsletter front page is the only one who admits to it.
- 351. Have been encouraged to go only to the Edison Manager at my former place of employment.
- 352. Why we spent all this money to get more work, and a longer process of finding info...if the system is down you are out of luck.....with a paper receipt the mail has to not run..
- 353. Comments about Edison were only to be targeted to one person in the office not to Edison

Employee Survey

- 354. Do not want to describe.
- 355. They are basically overrun and it has been addressed to keep it local and through the chain of command.
- 356. It has been so difficult to get who approves my time resolved.
- 357. same as above
- 358. You can call the help desk but should contact what is called a power user first. Most of the time they were struggling too but under more pressure to learn the system and train people. Also, be available to answer agency questions. Most had on taken one class on the subject themselves. Very Stressful.
- 359. I have noticed that calling Edison personnel does not help resolve problems. I am more likely to get my questions answered by my department's human resources people.
- 360. I was told to contact superusers only and Edison team correspondence says "do not respond to this email"
- 361. No comment
- 362. they seem to overwhelmed to received any phone calls
- 363. HR told us not to contact Edison directly, but to go through them first.
- 364. We were told in a meeting with Edison staff that the help desk was not qualified to answer all questions. Therefore, they wanted super users so employees could contact them directly. I really don't understand if the Edison help desk can't help employees with problems, how in the world can I help them when I have had no more training than they have had. The Edison help desk should be a place employees can call and receive help with any problem. They are the experts right.
- 365. Oh I have to go through Supervisor
- 366. We're told to contact our super user and not Edison
- 367. I generally feel that Edison personnel are not at all helpful and try to intimidate.
- 368. As described above, Edison staff sent my warden a copy of my e-mail along with a complaint that I was contacting them directly which resulted in my being threatened with disciplinary action if I did so again.
- 369. We contact super user first. Issues are resolved this way.
- 370. We have been advised to talk to HR instead of Edison.
- 371. One of the persons I supervise contacted the Edison Help Desk as the instructions said to do. Then it became a major incident. It went to the top person in the division to the next lower on the ladder til it got to me. It said for this person and NOBODY else to EVER call the Edison Help Desk. I was told that all person's in our division are to follow the chain of command and if the top person feels the need will call the help desk. It was very embarrassing for the person making the call and it made me angry as a supervisor for her to be treated in such a way for following directions.
- 372. No particular situation, just fact that information shared has come from regional staff; therefore discouraging us from contacting Edison directly. We're always instructed to

Employee Survey

- "follow the chain of command" so if we have Edison questions/problems, we should contact our Regional Personnel Officer to act as our liaison on our behalf.
373. we have people on staff who will contact Edison staff
374. The questions/situations go to the agency Help Desk.
375. We occasionally get told "Don't worry about what went wrong, just do as I say!"
376. Bothering other busy employees about a program that is designed poorly is a joke. Hire some computer programmers that know how to design friendly software. Edison sucks.
377. no comment
378. We were told the train was moving to grab hold and just use the system no matter the problems we have with procedures.
379. see above
380. Work through our agency first.
381. we are to follow chain of command only
382. We are told to go to our office personnel, and they will contact another office staff member, and then they will contact Edison if the matter is not resolved.
383. After hearing discussions of other employers calling the Edison staff and hotline for help and not receiving adequate information or a resolution to their payroll problem; very discouraged not to call
384. During start up training and the online tutorial an e-mail address and toll free number was distributed to employees for Edison related questions. When those avenues were swamped during "go live", employees were discouraged from utilizing the Edison provider and told to use their departmental HR staff to resolve problems or issues.
385. we don't even bother anymore.
386. We Love Edison.
387. They told me that they were overwhelmed with more important issues and that I would just have to try to figure it out on my own.
388. Was told to call payroll center, and was sent in circles for more than a month regarding my mileage reimbursement.
389. We were told to contact our supervisor with problems.
390. I have been told to go through my Power User. Generally when my Power User calls the Edison Staff about problems, they do not have the answers.
391. ASKED TO CONTACT LOCAL POWER USER.
392. I have been told that "sometimes the Edison help desk knows what they are talking about and sometimes they don't."
393. We are to direct all issues to our internal HR staff first. When I have identified an issue, it has taken a considerable amount of time to get the issue corrected, if it has been

Employee Survey

- corrected. I have been trying for months to gain access to all of my assigned employees and still do not have complete access.
394. All issues are routed to one person who then contacts a rep with the Edison crew, sometimes we receive an immediate response dependent upon the issue, the more challenging issues we are still awaiting a response.
395. Other staff members' experiences have discouraged me. I've complained to my supervisor, but they have issues with Edison too.
396. HR for our department suggested that issues go through them first.
397. My department contact tried unsuccessfully to resolve the issue with Edison and said I should contact them directly. Edison responded that the resolution was that I was to go through the department's contact to resolve the issue. I did and the "docked" salary was added back the next pay period, and I was told it was a timing issue within Edison that had now been fixed - I am not confident that it has been fixed. I am almost afraid to take leave that shows in Edison as accrued as of the end of the month - even taking it after the 15th of the following month seems to continue to be somewhat problematic. I had never encountered this difficulty prior to Edison so I do really think there is a "glitch" in Edison.
398. We've received hundreds of e-mail about Edison. Many received on the same day with procedures and instructions that contradict one another. That is discouraging in itself but it certainly gives an impression that nobody knows what they are doing when it comes to Edison.
399. My manager told me that I am not supposed to contact the person. The manager said she is to contact them.
400. See above
401. Most of the time, Edison staff tells us at meetings and in emails that we should contact our own staff and super users for help before contacting Edison staff for help or questions.
402. As I told you three times above I personally resent the behavior of the woman on the phone who asked me to apologize to her for the way I was treated by her.
403. NOT SURE WHO TO CONTACT TO GET AN ANSWER TO THE SITUATION THAT YOU NEED TO DISCUSS
404. We have more or less been told, this is it, deal with it!
405. we are to contact our supervisor
406. We report to our power user only.
407. I was told to take any problems to a person in the office.
408. Yes; again, because of the generally intimidating tenor of my office's leadership, which has caused me to "remain silent" about my annual leave error for fear that voicing my problem will get me and/or my timekeeper in unwarranted trouble.
409. I sent an email asking for help and was instructed to ask someone else because they had been in the class (I was also in the class). The person I was referred to didn't know the answer either. The Edison person could have just answered my question.

Employee Survey

- 410. Told not to contact Edison staff just departmentl staff.
- 411. Surely prior comment(s) will suffice.
- 412. I have never been given an Edison contact. We aren't allowed to go outside the directed internal heirarchy
- 413. When I ask about the problems with my leave,,I am told that it will soon be fixed. Not to worry. Also when I make payments and one of the vendors has an an address change, it takes 2 to 3 months for Edison to resolve it.
- 414. same as above
- 415. we are told never to go outside our chain of command
- 416. They are to busy.
- 417. Told not to call them.
- 418. They don't have a clue what's going on or how to help you. They always send you to someone else, usually in F&A. They have even sent me to myself for advice or help.
- 419. We've been told directly not to contact them - they're busy. We should use power users, though so far the power users haven't been much help at all.
- 420. We were told not to email or contact edison to ask questions we were directed to give them to the manager and they would be put on an agenda and addressed at a later date.
- 421. We were told to notify our agency contact instead of Edison.
- 422. Our work group was told to contact our divisional super user.
- 423. Emails have been received stating to always report problems to our "super user" and never contact Edison support.
- 424. We are to contact the Dept.'s power & super users with issues first.
- 425. we are not allowed to contact anyone other than our superuser
- 426. Edison staff seems to be in their own world and it is not end user friendly. They focus on what they can do to shove the product out the door with limited regard to impacts on the end user.
- 427. If I have a problem I must go thru my manager.
- 428. We were told if you had any problems, always go to supervisory first, then HR.
- 429. I was told the edison staff was unhelpful and would be waisting my time attempting any contact.
- 430. I was told that I am to contact my supervisor with problems and not to go to HR about Edison's problems or concerns.
- 431. We have to go through our super users.
- 432. Don't know who to contact.
- 433. Instructed to contact the power user as first contact.
- 434. IF PROBLEMS CALL SUCH AND SUCH

Employee Survey

- 435. We have been instructed to contact our power users first, then our HR Dept. After that, HR handles contacting Edison.
- 436. After calling several times on issues the staff wanted it to try to be resolved by a supervisor before calling.
- 437. We are told to go through our department liason, we are not to Contact Edison directly
- 438. Instructed to go through admin staff then pwoer user then super user never calling Edison Personnel directly
- 439. It wouldn't do any good. It is a done deal for somebody in Nashville.
- 440. were told we were suppose to contact Dept of Safety power users
- 441. When I discovered that I had lost a day of sick leave, I was discouraged to contact anyone outside of that local office, and my program supervisor did nothing to help. I no longer work at that location, so that should not be attributed to my current supervision.
- 442. Edison has said DON'T CALL EDISON
- 443. A memo was sent out that no calls should be placed to the Edison help desk due to the large volumn of issues that they were having to deal with.
- 444. Based on the response from Edison Staff at F&A -- it was clear that they just wanted me to go away. The Edison staff within TDEC are very helpful but their hands are tied.
- 445. I had a question when Edison was first implemented. I emailed the person I was told to email with the subject being "Edison Question". I have yet to hear back from that person.
- 446. Yes, we have to contact central office first.
- 447. We were simply told to contact the Edison Help Desk and not other staff directly.
- 448. I was told to take issues directly to Asst Commissioner (which of course I would never do, which I assume was the intent)
- 449. I am a power user. We were instructed to tell supervisors we were to support that they should call us if they or their employees had problems. Don't have employees call us and don't call Edison helpdesk. The first couple of months dealing with edison problems took up about half of my time
- 450. We were told to contact our supervisors if there were problems. Supervisors have always tried to resolve problems, but some issues have still not been addressed.
- 451. The department has set up email addresses to submit your problems which are sent to individuals in Central Office. We have been instructed to contact Central Office and they in turn would resolve the issue, but the problem is many of the issues can not be resolved in-house. In addition, the delay of someone getting back with me is an issue.
- 452. We do not go directly to Edison, but work thorough our own personnnel to address the problems. It is not a problem to address problems that way.
- 453. directly told not to but why would I since the chain of command works we was told to tell supervisor and they will handle it.
- 454. For the most part, no one ever seems to know with whom to speak to resolve issues.

Employee Survey

- 455. We are told to get our power users to fix problems that are beyond their control.
- 456. Told to go thru HR..... BUT they don't have time so just be patient
- 457. I'm not sure what is meant by Edison staff, however, I've been told to go to my direct supervisor with problems pertaining to Edison and let them go up the chain of command.
- 458. No one knows who to contact and our managers do not help
- 459. At one time, supposed to contact several in-house individuals prior calling the Edison help desk.
- 460. received no training in performance evaluations. Have trouble retrieving my groups for mgmt. Edison not running when scheduled. Training not directed to why. Point to point mileage cal. not correct. Overpaid my employees.
- 461. Was advised to go thru proper hierarchy.
- 462. We are told to contact our poweruser. Not Edison
- 463. Advised to take all complaints to departmental contact.
- 464. A memo was issued from the fiscal office advising staff to forgo contacting the Edison staff.
- 465. THEY TOLD ME THAT IT WILL BE RESOLVED IN TIME, AND NOT TO CALL ANYONE ABOUT IT.
- 466. It is my understanding that we contact our agency's liaison and not Edison HCM for problems.
- 467. told we need to only talk to our office staff and not contact MCRO about pay issues
- 468. I was informed that I must contact the supervisor first.
- 469. Were told to resolve things within office before involving agency administrator.
- 470. Advised that more important fixes were being done.
- 471. Yes, we have been asked to not contact Edison staff directly but, to contact supervisor.
- 472. I was referred back to Personnel and told to speak with them. I was told it was an issue they did not handle.
- 473. Whenever I try to deal with Edison staff, it discourages me.
- 474. The staff is overwhelmed and overworked. When the system is flawed, like Edison, it doesn't seem like there is much the staff can do with recurring problems that aren't their fault.
- 475. One is told to go through other venues and contact Edison as a last resort. Edison personnel is very confused as well and will advise you to contact other individuals, that is not their problem.
- 476. We are to go through our HR staff.
- 477. I was told by the Edison "Help" desk they would not help me. I had to contact the poweruser first. This was a joke, since I was a poweruser. Which by the way I was not provided any training to be a "poweruser".

Employee Survey

- 478. On numerous occasions I have left messages with Edison staff and phone calls have not been returned. I have asked questions and the questions have not been answered and there has not even been nor has there been an acknowledgement from Edison staff that they have acknowledged the question and they don't know or they are researching the issues.
- 479. I've been instructed to go thru my DOHR contact and/or supervisor ONLY.
- 480. even if we couldn't getr our super user we were told not to contact Nashville to see if time admin was running
- 481. I am not sure if is just our dept. but only way to call EDISON directly is to call 741 HELP otherwise we are NOT to contact or email them directly as instructed. We are to go to ouyr field HR personnel first who basically has limited knowledge. Hence, taking so much time to just get issues or questions answered.
- 482. Our questions go to the department and if they cannot figure out what is going on, then the questions go to Edison.
- 483. We are too busy to help you...
- 484. While out on leave, due to an accident on my way to work and the other driver was found at fault immediately, I had no support form Smoky Mountain to resolve issues.
- 485. We are told to contact our super user first and then pass it up the line.
- 486. We get e-mails all the time discouraging contaction the Edison staff
- 487. Rather not
- 488. Tried to call helpdesk and was referred to Agency staff, with no answer to problem.
- 489. When we started we wer told not to contact Edoson staff directly do to a influx of calls.
- 490. Was told to contact Agency "super user" or "power user" (not sure of the term) basically contact agency HR prior to contacting Edison staff. That has worked well and is not a problem.
- 491. I have been told we cannot complain. Any issues have to be addressed through region.
- 492. I have had friends call them with no results.
- 493. The couple of times I contacted them in the beginning, they were completely clueless and unhelpful.
- 494. supposed to work way up chain of command.
- 495. Was given a number by our finance director to call and ask a questions. This person was rude and told me not to call there to go through the help desk.
- 496. We have been told not to call about a problem we may have.
- 497. we were told not to contact Edison staff directly, but to contact our immediate supervisor first
- 498. Answers to questions have been to brief and not helpful and many unknown responses.
- 499. was instructed that i should go through local office representative

Employee Survey

- 500. Instructed to go thru local people///
- 501. There is no point reporting anything after ready the things on sites like MSNBC where we are all basically being called lazy, lying, idiots because we have reported problems that they say aren't there. Even when training has been done, the trainers don't seem to know anymore than anyone else.
- 502. Don't contact the Edison help desk with every minor problem.
- 503. I have been told to go to my supervisor or director only.
- 504. Have been told to contact the people within the department.
- 505. We have been told to go through our Personnel Director which really is better for us maybe not for her.
- 506. I have been discouraged by Edison staff. In several instances, I have been told to contact the OSTs help desk only to find out that the problem was an Edison issue.
- 507. I questioned department staff about an Edison situation and was told not to contact an Edison person I knew from Training situation directly. I did call the Edison help desk number but the issue is still not resolved (it is not a payroll issue it is a reports issue)
- 508. Other than the "HelpLine" there are no other ways or names to seek help from. It like Edison is not made up of people.
- 509. Instructed to contact institutional level. I do not feel comfortable talking about the system. I feel it is a poor operating system.
- 510. The general policy of my office is to not let employees contact anyone directly; it all has to go through supervisors.
- 511. Was told to contact department HR.
- 512. all matters are taken to in house staff and referred from there.
- 513. I've asked HR staff why my pay check amount began to fluctuate by a few cents when Edison was first implemented. I was told it was calculating taxes differently and not to worry about it.
- 514. Received emails to not contact Edison staff, told to go through local super-users.
- 515. Do not contact Edison staff go through the help desk. This relates to the FSCM module.
- 516. We are to report any issues to our supervisor first, she will report to our manager and if they can't get the issue resolved, they will contact Edison staff to get the issue resolved.
- 517. Was told to contact a secretary who would forward issues to Edison staff
- 518. We are specifically advised to seek help from the Power Users or others in our office. We are not advised that there is any help beyond that level.
- 519. Others who had already tried said they could not get return phone calls and/or that Edison staff were unresponsive
- 520. Told to go through channels only.

Employee Survey

- 521. Contact he commissioners office with names of people who talk negative about the new system,.
- 522. We were told only to ask questions to the power users and they don't know anymore about it than we do.
- 523. We were told to contact them last.
- 524. on the problems that i had, when ask for name at edison, i was told they didn't know who i should ask for nor was a phone number provided.
- 525. Because there has been a large volume of problems we have been discouraged from contacting Edison staff. It appears there are too many problems for them to resolve.
- 526. If we have issue's with Edison, we were advised to send any questions to our supervisor and our supervisor would contact Edison.
- 527. The emails sent by the Edison staff strictly prohibit you from contacting them. They want you to take the proper channels and alert your supervisor, time keeper, super user, etc... but NOT them.
- 528. Not by people, but very discouraged when nothing has been fixed in 8 months.
- 529. Even when I reached someone the issue did NOT get resolved.
- 530. We have a defined chain of command to direct our problems and are not supposed to ask Edison directly.
- 531. We have been asked to go through our HR and sometimes Edison sends you back to your HR rather than answering and fixing problems.
- 532. We have been instructed that ALL problems can and should be resolved with our "Power User", who in fact refers any questions and problems to me the IT person, or to other HR persons. Also there is no way within the Edison system to make simple, logical editing changes to PDF forms (our paycheck). For a database that was very expensive, Edison is not very flexible or functional!
- 533. I felt like the only person I could contact was my personnel officer and my only alternative was to wait until someone from edison contacted her with information. She said it could take weeks, so you don't know what else to do.
- 534. We were told to contact our power users within the dept.
- 535. Im discouraged because the help section cant help you because they rarely know what is going on with it themselves
- 536. Do not wish to discuss....
- 537. For certain questions we're encouraged to go to our timekeeper first.
- 538. were told to follow protocol by going through our director and then they would funnel the problem to the Edison staff; this after there was direct access to the Edison staff with issues; so many issues to deal with they could not handle the questions
- 539. We were told to contact the Super Users.
- 540. We are told to follow a chain of command. That chain does not include the Edison Staff.

Employee Survey

- 541. told to contact our Human Resource Staff for our Dept. not Edison Staff
- 542. It has been made very clear that we should follow the hierarchy of authority to resolve problems: supervisor, time and labor administrator, and power user. All of these people work in my agency. Edison only offers technical assistance.
- 543. I have never been given any way to contact Edison except through the Edison e-mail address. The questions I have sent were ignored.
- 544. Be thankful we have a job - it'll work itself out.
- 545. I CALLED TO INQUIRE ABOUT A PROBLEM AND WAS TOLD THAT I NEEDED TO SPEAK WITH MY MANAGER OR SUPERVISOR BEFORE I CALLED EDISON STAFF.
- 546. As with all issues, problems or questions are directed toward supervisors.
- 547. as last resort
- 548. Personnel not in work group, complaint filed with everybody in our department. E- mail sent advising that complaint was recieved and to quit sending. Probelm not resolved as of this date.
- 549. Agency personnel are NOT allowed to call our "Edison Ace", F&A or Edison project personnel for ANY REASON. This is agency policy.
- 550. We were told not to go over the heads of our local chain of command. But our local chain of commands are too afraid of "rocking the boat" with Nashville.
- 551. I have a chain to follow in my organization who then can directly contact Edison Staff
- 552. i was told that was the way edison was set up, and their was nothing i coulddo about it. i told them my overtime wasincorrect. and told their was nothing icould doup, and their was nothing i could doabout it
- 553. We were encouranged to contact our own Finance, HR & IT offices before contacting Edison Helpdesk...and when we contacting Edison we were transferred back to our our department for resolution.
- 554. Staff does not have any knowledge of some of the material for the Edison training so how can they inform other staff to learn about edison?
- 555. I believe at the first implementation we were asked not to contact the help desk. However, I am not 100 percent of this.
- 556. I was directed to go through other users who had more training before contacting Edison staff (i.e. timekeeper, supervisor, superuser, etc.)
- 557. Advised to stay in TDOC
- 558. Our person who is getting paid to work on edison but relies on everyone else in our department urges everyone to contact them and not edison directly.
- 559. The person that I called for help in the Human Resource Department acted as if I was bothering him.

Employee Survey

- 560. I was given the correct information from SPND's HR and was unable to get my password information. It took me months to get connected to Edison.
- 561. Any problems you are directed to advise your supervisor and let them contact the person who can resolve the issue
- 562. THEY WILL TAKE CARE OF THE PROBLEM BUT DO NOT.
- 563. My director want the staff to discuss the problem with the super users instead of calling a help ticket in.
- 564. The 741-HELP option is a joke. The only answer they know to give is ask your power user or super user. Very unhelpful
- 565. We were told not to contact Edison directly. Until our staff was not sure what to do and then we would sense frustration from the Edison staff, with resolution
- 566. We were told to contact Vicki Taylor
- 567. I am to contact power users
- 568. Received a directive in writing not to
- 569. No one can tell me who to call, I am not sure if they just don't want to deal with it with me or if they just do not know.
- 570. Determining which level of access that you are suppose to have and not knowing which form is correct. Getting approval for courses that you sign up for and no one really knows who approves what.
- 571. "you don't need to talk about Edison out side of this agency" But based on the training, I do not think the Edison staff knows how to help. The training staff will not give you a strait answer
- 572. We were told to go through supervisory process and not directly to Edison staff.
- 573. I have been discouraged by the fact the EDISON staff does nothing to help other than make a ticket. Many of the people answering the phone can not/will not answer basic questions.
- 574. The representative that presented on the news channels regarding Edison claimed the system is perfect and "you can't teach an old dog new tricks". That's pretty discouraging.
- 575. We had no idea who we were supposed to give our weekly time to or who was inputting the data so I called our Edison liason and was told not to call her to go through out supervisor, which he didn't know either.
- 576. I am a supervisor, monthly and weekly there are issues with my approving their payable time. I receive 'no employees'. Have contacted our HR section numerous times, still occuring as of last week 4/27/09.
- 577. We have been advised to not direct issues to certain 'power users' or 'super users' because they are so overwhelmed with EDISON fixes and requests.
- 578. I understand that we are to ask our supervisor about our problems first then they will contact the person that needs to be contacted.

Employee Survey

- 579. We were given names of "power users" within our office who received additional training above what we received; but we were not (to my recollection) ever given the name of anyone who worked for/with Edison that we could call or email with requests or questions. I was told last month that there are no longer any Edison employees involved in the process at all. That whatever branch of the state that purchased this system decided that existing state employees could figure out and rewrite any computer codes needed to fix things.
- 580. The edison staff didn't seem as knowledgeable about solving the problems as our own payroll staff, so we use them instead.
- 581. We were instructed to send through our HR and they would handle it.
- 582. Management will treat those who speak unfavorably about Edison like second rate citizens, and has gone as far as telling the media that we are just "old dogs that do not want to learn new tricks".
- 583. edison people get mad when you discuss it with them.
- 584. Was told to try to figure it out on my own.
- 585. we have been told that we have to speak with 2 specific people in our office before being allowed to make any phone calls to edison help desk
- 586. Yes. We are directed to complete CBT first to answer any questions regarding our problems, then told to contact supervisor, then 'super user' and as a last resort Edison help desk.
- 587. Not negatively...our HR personnel have undertaken to raise the issues with Edison because the system is so confusing and complex that we do not feel we could adequately explain and resolve the problems ourselves.
- 588. I have had the impression that we should work through the chain of command
- 589. Been told to solve problems by reporting up the chain of levels of Edison users
- 590. We have to go through a poweruser. They may not explain exactly what is going on with the system.
- 591. Ask to go through Central. Takes extra time. Say two or three things were needed to fix. One was not passed on the Edison so it was not addressed with the first two problems/questions. Thus had to wait for second round and with short deadlines/time allowed it is not possible to resolve issues before the system runs and the information entered prior to the issue goes away and had to be re-entered.
- 592. The times I have contacted Edison the answer to ALL my questions has been "We'll get back to you on that." Or, "We're not sure why Edison did 'whatever'." They NEVER got back to me on any question or request. I was told by my supervisor to not contact them any more since they have no clue about Edison.
- 593. As stated above, management was not concerned with my issues. I received a response that did not make sense. If it is not a concern to my management, why should I talk to folks outside the organization.
- 594. Don't know who to contact.

Employee Survey

- 595. No one wants to lose their jobs especially in the current economy, we all understand not to rock the boat. I would not fill out this survey if it I had to list my name...
- 596. Supervisors to report problems
- 597. They are too busy
- 598. I had a problem with entering overtime and my supervisor didn't know what to do, so I called Edison Helpdesk and found out the correct way to do it. My supervisor said that I didn't have to call them and redid my entries.
- 599. When calling the Edison help phone number, they said to check with Power User first, then departmental contact, before calling the Edison Help Desk! Then why say to call them, when they are saying don't call them first. They are supposed to be the experts on this system. Power Users and Super Users have not have enough training for all the problems that have come up.
- 600. After go-live, we have all experienced problems with the new system - sometimes more than you care to have times that by all the agencies involved and you have mass confusion at one point Edison asked that due to the high volume we where directed to other numbers for help, the numbers are a great resource and some problems resolved, but we continue to have the same if not worse as in the begining at this point it is very hard to keep a positive outlook as to how the system will actually work, the process is very time consuming, some of us have several job duties, and it's getting harder and harder to keep up.
- 601. The edison helpdesk does not have the answers so they strongly refer you to your local HR/Payroll super user who do not have the answers
- 602. As a supervisor I think when my employees have questions I should be able to contact Edison myself instead of having to ask a designated secretary to contact Edison and find out the information for me.
- 603. I was told I should call my contact person first, and alot of times, they make you feel stupid, and talk to you like you are dumb.
- 604. I was told that HR had contacted Edison and I would just have to wait.
- 605. Yes, when the system was first rolled out and we are forbidden to use the program.
- 606. We were told to go to Power & Super users before calling the helpdesk. The helpdesk staff are not very helpful and can be rude.
- 607. Contact your personnel dept to fix the problem.
- 608. we have to go through our contact person
- 609. Request to only deal with the situation at local level
- 610. Either they don't have the answer or I feel they think I should already know what to do.
- 611. To ensure that the problems are not just operator error we have been instructed to contact our powerusers first to try to cut down on any unnecessary communication with Edison staff. Those users then are supposed be contacting Edison staff if there are true issues with the system.

Employee Survey

- 612. We are explicitly told not to contact Help Desk first, always to contact our already harrassed HR people first. Often when you do reach the Help Desk, they are not any help at all. Some of our own IT people have had to assist instead.
- 613. I have received no information about how or who to contact on the Edison Staff.
- 614. Was told they should not be contacted to contact our HR first.
- 615. Yes, recently my employer and the rest of my employer's staff have been discouraged or pressured not to contact Edison staff directly concerning problems we are experiencing. I am not willing to go into anymore details relating as to why because that would identify my place of employment. Thus, I am not willing to risk it because I want my employer, my coworkers, and myself to keep our jobs. The procurement portion of the Edison project is causing many of the problems for my place of employment. The procurement portion of Edison is an absolute nightmare. I just wish the Edison programmers would have gotten with a few knowledgeable purchasers before creating and implementing the procurement portion of Edison. Edison is not user friendly and it takes at least two to three times as long to get a procurement order through this system as compared to TOPS. There are still many errors and glitches occurring with this software program and it would take me at least a full page to list them all. However, I will not bother you with the details. Also, many places of business (i.e., state agencies, state departments, vendors, etc.) that I work with either will not use Edison at all, have not gotten onto Edison yet, or are having as much difficulty as my place of business. Anyway, I know this survey is probably just a formality and the Edison folks will pull whatever data they want from these surveys in order to provide support for their messed up program. I only hope that the Edison project gets somewhat better (i.e., in terms of fixing glitches and errors) in the near future.
- 616. Work time was entered and subsequently was lost and/or not logged or stored in master data base of Edison System; somehow the time requested did not appear as requested nor actual time taken but, was lost or terminated during the storge cycle. Don't know why work time or compt time accrued appeared missing?
- 617. I thought we were told to contact our Regional Office "Edison Expert", with any questions.
- 618. The few times that I contacted Edison staff directly, they stated that they didn't have time or knowledge to address the problem, or else, they just did not answer the phone or respond to the e-mail.
- 619. "they" edison personel cannot do anything. When i have "they" edison personel can not help with the problem
- 620. Our supervisors tell us that we cannot contact anyone but them for help. We are constantly threatened with discipline if we violate the instruction because we are costing the department money.
- 621. we are only all to contact direct supervisor regarding anything
- 622. We follow chain of command. If we have a problem we must go through the our supervisor.

Employee Survey

- 623. We are advised only to contact them as a last resort even though in Edison training I was told to call the help line with any problems.
- 624. We are told to go to our Supervisor first.
- 625. I was told to go to Supervisor and they would handle it
- 626. Use Chain of Command
- 627. just that they are aware and working on the situations, so don't bother them.
- 628. told to send all questions to our administrative secretary
- 629. I have been told to take problems to my supervisor and that she would discuss it with someone at the regional office who would then find out what the problem is.
- 630. I'd rather not comment.
- 631. There are instructions... if you have a problem go to "this person" they will help you resolve it. but this is the person you contact.
- 632. FS 1 intervened for me which was OK for me.
- 633. We have been given a contact (a superuser)and told that all Edison inquires should go through him. Even if I wanted to, I would not know how to contact Edison directly.
- 634. We were told to contact our power user concerning problems with Edison
- 635. you have to go thru the chain-of-command which keeps you from going directly to Edison staff.
- 636. Only that we are not to contact Edison, but to talk with the persons in charge within our department, who will contact Edison and report back to us.
- 637. We were told to use Edison Staff as a last resort
- 638. Made one attempt to get technical assistance. Left a message and never received a reply. Additionally, email communication from the people in charge is often condecending or has a bad tone in general. Example: We once received an email essentially scolding users for putting zeros in time fields. How were we to know? If the system doesn't like zeros, change the Edison code to prohibit them. We should not have to remember countless details of that nature.
- 639. I tried to call several times during one day and always got a busy signal.
- 640. we are supposed to contact "super users" rather than edison staff if there are issues, quite often "super users" cannot give answers either
- 641. Have been told to call my supervisors first and they will contact Edison if needed
- 642. I e-mailed the edison staff directly with a question and was told to contact my HR staff person for an answer. (The question concerned how overtime was implemented for Holidays.)
- 643. An email was sent out by a DOE designated EDISON assistant not to contact Edison with issues but to share questions and concerns with office level Edison assistants. Unfortunately the office level Edison assistants could not answer the questions and suggested we contact Edison directly.

Employee Survey

- 644. We must go through the chain of command to resolve issues.
- 645. Was told we need to report problems to our HR and let them handle.
- 646. Instructed to go only through power/super staff.
- 647. Told that all problems reporting goes only through direct supervisor.
- 648. No specific situation. Just general directives not to contact them, contact our HR.
- 649. We are always told to go to our supervisors first
- 650. We have been given a hierarchy and that does not include direct contact with Edison at my level.
- 651. We must go to our regional office person (who will contact Nashville, if need be).
- 652. We only this week began using Edison. For training, we were advised to contact our HR dept. and never were given the names of Edison staff.
- 653. We were instructed by our dept. to contact power users, super power users before contacting Edison help desk.
- 654. they are big on chain of command around here, we only contact someone above us, as in our Edison representative, not Edison staff
- 655. just told they are aware of the problems and they are working on them...no need to contact anyone
- 656. Was given chain of command contact list.
- 657. They makes you feel like it is your fault.
- 658. Supposed to follow a plan of escalation starting with Power User, et cetera...
- 659. our support staff apologized to Edison staff when i sent them an email (like I was stupid for doing such a thing)
- 660. not comfortable addressing
- 661. We have been told to go to the Help desk. I do not know if edison staff know the extent of the problems with the system.
- 662. Not allowed to meet with Edison staff without going through fiscal services. Also, fiscal services insists on being present at any meetings. Fiscal services wants any questions for Edison staff submitted through them.
- 663. We are to go to the super users not the Edison staff directly.
- 664. In the training we were told not to contact Edison staff. That our staff would handle all problems. Edison was not to be contacted directly.
- 665. We have been strongly encouraged to deal with "our people."
- 666. hear MANY complaints from the staff members here who enter the data. They are very vocal, negative, and curse which I think is VERY unprofessional. This has a profound negative effect. Nursing staff do not have computers and their access is very limited; clerical support is minimal and even rude.

Employee Survey

- 667. When Wave 1 went live on Jan 5th, there were many concerns with the Procurement system. Too many individuals were calling the Edison Staff directly, and we were asked to use the Edison HELP line instead. They were also overwhelmed and often did not respond timely.
- 668. "Do not complain about Edison! It is not going away!"
- 669. We have a long, confusing list of people to go through first depending on the matter at hand.
- 670. Informed by our in-house personnel staff to allow them to contact Edison verses staff contacting them.
- 671. our fiscal director trained on edison all summer but is no help in resolving any issues.
- 672. Been told do not contact Edison directly by manager.
- 673. I am highly discouraged from communicating ANYTHING outside of my work area. And even that is restricted.
- 674. Again, would prefer not to comment. However, I can tell you that the pressure comes from the agency for whom I work
- 675. certain problems with entering time we are told not to contact people since "they have too much on their plate" is what ive been told in an email
- 676. Management in my area decides if Edison needs to be contacted directly with any issues.
- 677. We were told that only certain staff were able to contact the Help desk.
- 678. There have been e-mail communications suggesting that some situations can be resolved by agency HR personnel and that contact of Edison staff was not necessary.
- 679. we were told we are not to contact anyone but people in our office
- 680. i was told not to call .
- 681. I was told to not try to call the help desk with any problems.
- 682. when anyone cannot count their wages earned because their rate of pay changes disporporiately from what is agreed upon between contractual parties; and 3rd party (EDISON)charges a fee to each worker"s account positions (EDISON) FOR EXPLOITATION ET FRAUD UPON THE STATE OF TENNESSEE.
- 683. TOO MUCH TAKEN OUT ON LONGEVITY PAY WAS TOLD NOTHING COULD BE DONE
- 684. I had a benefits promblem. I had to go through several people before I finally was directed to an Edison person.
- 685. Told to go through the people in our department with any problems
- 686. No contact because it might cause more problem with the system.
- 687. As a supervisor, when I was not initial given access to my employee, I was told to go through my Manager 2. It took repeated request and 5 months to resolve the issue.
- 688. I was told that you can get help from your own department sooner.

Employee Survey

- 689. We are told to contact our HR first.
- 690. We were told to discuss all questions and problems with:1. Timekeepers, Supervisor or Power User2. Super Userand last the Edison Help Desk.
- 691. The first, four, frustrating months. I didn't even know there was help available. Finally someone gave me the number and that is who I call.
- 692. We have been asked to contact central office staff,which is as it should be.
- 693. We go through our agency HR staff; wouldn't even know how to contact someone directly.
- 694. It just seems like whatever the problem is that is how it works under Edison
- 695. During the period that I had problems I contacted the HR help desk they finally gave me the number to the person that could fix the problem. But never actually spoke directly to her!
- 696. Several people in the department are power users. I am encouraged to go to them with any problems. They have done a great job of handling problems.
- 697. We were told to contact our superusers.
- 698. We are told to contact our super users instead of contacting Edison. If they cannot find the answer, I think they go to the Edison team.
- 699. always told just contact previous timekeepers in office, do not use any #s for edison without doing that.
- 700. During the intial start up, we were encouraged to try work through problems with TBI HR before contacting Edison, but were not told we could not contact Edison.
- 701. We were asked to contact our supervisor first
- 702. Same as above.
- 703. I have heard not to call the help desk; and that problems will get worked out; but nobody knows exactly when that will be alot of staff do not have benefit information listed on Edison; and we were told not to worry about it
- 704. All communication is filtered to control feedback and perception.
- 705. Basically to contact the department Edison person prior to contacting actual Edison staff.
- 706. Told not to call Nashville anymore.
- 707. We were told to contact our "Edison person" who was trained in our department and not directly Edison staff. Not sure if they are one in the same.
- 708. We have been told our office administrators (not secretaries)will contact the state with any problems that come up.
- 709. was told not to enter time
- 710. was told no to contact edison under any circumstance!!!!!!
- 711. I am to contact our HR office.

Employee Survey

- 712. Environment is not conducive to negative comments regarding Edison. The people interviewed on TV as much as said that the people who had complaints were backward or didn't know what they were talking about!
- 713. We've been told (and experienced it during the POOR training sessions)that Edison trainers do not know or understand our system, we have to adjust and MAKE things fit.
- 714. Discouraged from contacting Edison staff - told to contact our superusers only.
- 715. We were told to contact department personell before contacting Edison
- 716. suppose ask someone here.
- 717. Comments not based on a specific situation, are in general
- 718. no person to complain to
- 719. HR not very helful here, I prefer the HR on the hill.
- 720. We have been given names in our department to contact and told to not contact EDISON Staff directly. When I could not access it after having to change my password, I was given permission to contact them directly.
- 721. Reminded to go through regional personnel prior to contacting Edison Helpdesk
- 722. I was told that they had to many issues to deal with and they didn't have time to address any concerns that I hav.
- 723. We go through a contact person to get answers that is not Edison staff.
- 724. I am not allowed to contact anyone from Edison directly, only my contacts at Central Office
- 725. You are asked to go through the chain of command.
- 726. We are told to go through a "chain of command"
- 727. I don't dare for fear of losing my job.
- 728. they can't answer your questions
- 729. If you have any problems with Edison we are to contact our supervisor and have them to contact edison. Do not contact them ourselves.
- 730. Finding resolution with contracted vendors who have not received payments since March 2009. They are 6 weeks behind in receiving their payments for services they have performed.
- 731. We have been instructed to go thru the regional office for any problems.
- 732. They are not interested so don't bother them
- 733. The time I did contact them, they were not helpful at all!
- 734. was told not to call
- 735. I've been told to go to my supervisor with any issues.
- 736. We have been told tha they are a last resort and that is frustrating.
- 737. Local support thinks they can solve all issues

Employee Survey

- 738. our supervisor notified us to never contact edison. always notify her and they make the phone call for us...
- 739. Told to contact our Super Users
- 740. Same as previous response
- 741. Should contact our department staff first.
- 742. Third party contact.
- 743. I believe we were asked to not contact Edison staff directly, but go through our own power users.
- 744. We have been told to contact our "poweruser" and not go to Edison.
- 745. use chain of command within the department, before going to Edisonstaff for help.
- 746. been ordered not to call edison directly
- 747. I do not feel comfortable not knowing my leave balances and am under too much pressure to work to comfortably view my payroll check. It is keyed by someone else, yet we are asked to view the time to see if our payroll will be correct.
- 748. We are told to follow chain of command if we have a problem and that our supervisors /management staff will contact Edison.
- 749. We were told at the start to go through first our timekeepers, then our personnel in human resources at the minimum before ever contacting Edison. I remember that flowchart came from Edison back before it went online.
- 750. Instructed to contact Super users and Power users first.
- 751. we are required to go to our supervisors only.
- 752. We were told not to contact Edison about not having access to the correct list of employees we should have and only our HR division is to contact them about those questions.
- 753. Staff instructions, contact an on-site person with any complaints. (DMRS contact)
- 754. Have to go through proper channels of supervision.
- 755. We were asked to contact our dept rather than call the help desk after the first few months.(Our biggest problems are in finances.)
- 756. Lamar Walker no longer returns my emails when I complain that I cannot view or approve all of my staff at the state park I manage.
- 757. I have been told that the problem that I have with cost codes will be taken care of later by someone and not to continue reporting it.
- 758. Several password issues & Edison customer service dept.are rude.
- 759. As always, deal with immediate to staff to resolve the problem.
- 760. I don't know who to contact....and it was clear from the article in the TSEA paper that we just needed to find a way to like it

Employee Survey

- 761. It was recommended that we always seek solutions within our own agency prior to contacting the Edison help desk.
- 762. Emails have instructed who not to contact,etc.
- 763. Heard many times in the start up that Edison staff were too busy to answer questions.
- 764. Called Edison about one issue and was told to let my supervisor know of the situation. The supervisor was to call the designated state contact person in Nashville.
- 765. Our office was asked to contact supervisors or Department Edison Super Users before contacting Edison staff directly due to expected volume of questions to be asked.
- 766. Told not to contact Edison staff directly.
- 767. might lose job.
- 768. Emails specifically telling us to report problems to internal staff personnel
- 769. We had to take an issues that we needed help with to a manager, who would relay them to another manager, who would take them to Edison. This would cause several weeks' delay in resolving problems.
- 770. in general, not to contact them, to go to certain contact people
- 771. directed to contact department staff
- 772. Reporting problems to the Edison Help line has never been discouraged. While we can report issues to support staff within the department no one has the authority to go directly to the Edison staff concerning problems and I'm not sure what the ramifications would be if some did.
- 773. We are to contact our administrative staff not Edison
- 774. When I asked who to contact about the problem, I was told it would be resolved and I felt the person wanted me to stop asking them when the correction would be posted.
- 775. We have several levels of contact that we are required to use. We are not to directly contact the Edison staff.
- 776. Help desks do not have knowledge to answer questions or solve problems.Long waits on telephone and will not respond to e-mail or faxes. Remedy tickets are a joke. More work nothing solved.
- 777. about edison
- 778. no one can tell me who, at edison, to contact about anything
- 779. upon start up have been told not to contact edison only ask human resource who did not know or have the answers need or how to resolve the situation
- 780. We're told to contact our in-house staff first.
- 781. we are to go thru supervisor
- 782. We are told to contact designated superusers rather than Edison staff.
- 783. We are told to let super do it

Employee Survey

- 784. was told to not contact edison staff, problem was being addressed. was concerned almost six months had passed and issue had not been resolved.
- 785. told to call our office first and get them to clear the problem before we call Edison help.
- 786. can you help or just make thing screw up more???
- 787. There are others to contact first.
- 788. We are required to go through our supervisor to make an outside call, unless it is done on our personal time.
- 789. I have been directed to discuss problems with my supervisor, then his supervisor, then the agencies HR staff and finally the Edison staff.
- 790. Getting access to reports was very confusing and cumbersome. Multiple requests had to be submitted to F&A before correct access was provided. Also, I'm not sure if the process to access actual reports via the system could be more complicated or non-user friendly.
- 791. Part of the Edison start-up was the Treasury Dept Flexible Benefits-Medical REimbursement component. All of my initial Edison FLEX payments were delayed. I got NO HELP from the EDISON HELP desk, and had to defer all of my payment issues to the Treasury Dept FLEX Dept head, Jill Bachus. Apparently the Treasury Dept had to hire extra staff to re-key FLEX claims that EDISON dropped .
- 792. i'm discouraged it seems it really doesn't help they are not sure or its just a glitch or the talk over your head.
- 793. I am told to contact the person who enters payroll in my office and alert them to any problems and they will contact the proper person at Edison.
- 794. told not to call Nashville
- 795. told not too
- 796. I was told to contact the regional office instead of Edison staff.
- 797. Prefer the department staff be contacted.
- 798. We have been told we must take all Edison complaints through our IT section. Direct contact with Edison is not a viable option. If you try to contact Edison directly you get "we will get back to you." Then, they don't.
- 799. They (Edison)are too busy to deal with us. Go through Power users, HA!
- 800. We have been instructed to contact our HR division, who contacts Edison staff. We have had no problems with that process, but we are instructed to go through our appropriate channels.
- 801. We have told to ask our own people about issues.
- 802. My understanding is that I should contact our agency super-users with problems, and not go directly to Edison staff with problems.

Employee Survey

- 803. I feel and have been advised to first contact the supervisor with any questions or concerns with Edison or any problems who in turn doesn't know either and has to contact Power User and I wait for an answer and sometimes still am not getting answers
- 804. Hire date and rehire dates are wrong as well as number of years a member of the Sick Leave bank. HR referred me back to our dept. who said not to worry about the dates. No one will correct dates.
- 805. On one occasion the help desk would refer me to internal dept. and dept. would refer me back to help desk.
- 806. Was told not to email HR person at RO In regards to my problem, I have to go through my supervisor and I want a contact # in Nashville because I feel the person at the RO does not know what she is doing.
- 807. You have to go through to many people that don't know what they are doing to get anything solved. This system stinks
- 808. There is no way that I am aware of to contact Edison staff directly. I have asked for the contacts used by HR staff, but they will not share that information. The "help desk" is a JOKE. You call and they create a help ticket...and they return your call in about 4 weeks. I am not exaggerating.
- 809. When questioned personnel about the reason why my cash was not being changed to comp, I was informed that they were having difficulties in Nashville and there was no reason to contact anyone. I was informed it was being addressed.
- 810. I was told to work with the Edison person within my office.
- 811. Per Ms. Lola Potter of F&A in her WSMV interview, I am apparently just an "old dog" who doesn't want to learn anything new. Well, from my perspective, the time reporting procedures are MUCH more unwieldy than the prior system and are MUCH less flexible in accurately reporting time spent on various job tasks. Regarding payroll, I have no opinion, payroll was in the bank when it was supposed to be under the old system and it has been under Edison--so far. I tend to credit our administrative staff for that happy circumstance, though.
- 812. the problems I've had is getting programs installed that I need to do my managers work and my page disappearing.
- 813. Advise not to call help desk
- 814. was told to stop calling Edison directly.
- 815. Told Contact person here will take the problem to the appropriate person, I have never heard a response.
- 816. Contact super-users instead is the idea within the State.
- 817. Told to contact local department rep.
- 818. Most of our Edison "power users" have not had or did not understand their training enough to really be of assistance but we are supposed to go to them for help or to find out how to report problems. I would have no idea how to even find out HOW to report an issue.

Employee Survey

- 819. I was told that startup problems were to be expected; and then later, I was told there was nothing that could be done to resolve the problem so just leave it alone.
- 820. When we initially started using Edison I had overtime which was less than 1 hour. My supervisor followed the chain of command & reported the problem to the local super users to see if they could resolve the issue.
- 821. When I had my problem with Edison, I was told over and over not to discuss the situation with anyone or bring anyone else into it. the man kept saying he was my access to Edison.
- 822. As the problem may be something a power user may help resolving, we were asked to first ask our immediate supervisor/power user before contacting Edison staff directly.
- 823. Trying to decide how payment should be made back to state.. Edison took enormous taxes out for a longevity check (that I did not receive) and then wanted me to repay the taxes took out... I would be paying taxes on money I never received.